

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert H Joyce et al.

Title: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT
AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT

Docket No.: 2046.008US1
Filed: June 27, 2000
Examiner: Lashonda T. Jacobs

Serial No.: 09/604,199
Due Date: December 24, 2004
Group Art Unit: 2157

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450



We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ An Amendment and Response (20 pgs.).
- ☒ Petition for Extension of Time (1-month) (1 pg.)
- ☒ Authorization to charge the Deposit Account No. 19-0743 in the amount of \$120.00 to cover the One-Month Extension of Time Fee.
- ☒ Notification of Change of Correspondence Address (1 pg.)

If not provided for in a separate paper filed herewith, Please consider this a PETITION FOR EXTENSION OF TIME for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
Customer Number 21186

By: Mark R. Vatuone
Atty: Mark R. Vatuone
Reg. No. 53,719

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 22nd day of December, 2004.

Dawn R. Shaw
Name

Dawn R. Shaw
Signature